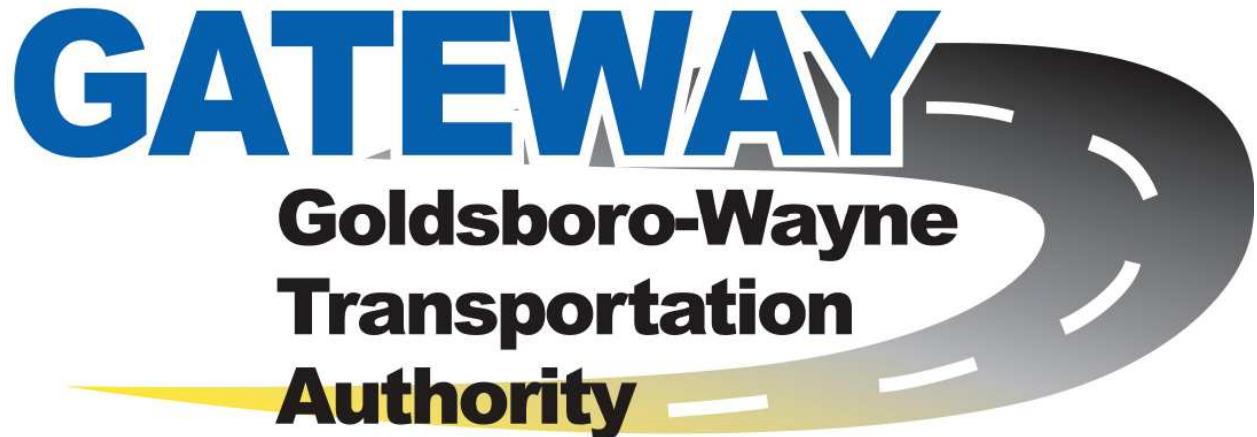


**COORDINATED PUBLIC
TRANSPORTATION AND HUMAN
SERVICES TRANSPORTATION PLAN**

**ADOPTED
May 27, 2008**



Goldsboro-Wayne Transportation Authority

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Plan Approach

During April and May of 2008, GATEWAY staff performed a number of outreach activities necessary for development of state requirements for a Coordinated Human Service Transportation Plan for Wayne County, NC. This plan will be a component of GATEWAY'S Long Term Plan. It is a requirement of the lead Special Transportation Fund (STF) agency that receives certain FTA grants.

The coordination of specialized transportation services is a process in which two or more organizations interact to jointly accomplish their transportation objectives. For the purpose of this plan, coordination is defined as "a process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders."

Coordinating transportation means obtaining more results with your existing resources through working with others from different agencies with unique perspectives. Coordination is also an intensely local activity. The best plans for coordinating transportation services will need to be tailored closely to each community's unique needs, skills, and resources. We believe this plan will serve the Goldsboro and Wayne County efficiently but will be modified as needed.

Planning Process

The outreach activities included questionnaires (attachment A & B) sent to human service agencies and advocates, assisted living facilities, colleges, and churches. Most importantly, human service providers, special transportation providers, and advocates (attachment C) for special needs population attended a workshop on May 7, 2008. The efforts of the many hard-working participants augmented the questionnaire results in creating inventories of special transportation needs, and the existing transportation programs, services, and other assets for the transportation of disadvantaged groups. The planning team is comprised of representatives of the following organizations:

- Wayne County Dept of Social Services
- Wayne County Health Department
- Wayne Opportunity Center
- Eastpoint
- Wayne Net
- Wayne Community College
- Mount Olive College
- Goldsboro Fire Department
- Goldsboro MPO

- Department of Veterans Services
- Wayne County Services on Aging
- Wayne County Finance
- Wayne Federation for the Blind
- Goldsboro City Council
- GATEWAY Board
- Goldsboro Community Affairs
- NCDOT/PTD
- Community Clubs

Notes from Retreat

GATEWAY: Goldsboro-Wayne Transportation Authority
 “Framework for Action”
 2008 Planning Retreat

Introductory Exercise:
What I hope to gain by participating in today's retreat...
<ul style="list-style-type: none"> • Your advice for improvement • Learn about this process • Liaison with hoteliers and Gateway • Learn about funding sources for transportation that might benefit my clients • Learn about Wayne county's transportation • Information to share back with my clients • What are the financial needs of Gateway? • What does Gateway do in times of crisis? • Transportation opportunity for clients to access “Fitness by Design” on the college campus • How can Gateway support off-campus programs? • Learn what the needs are • Better understanding of total system and its funding sources • Holistic transportation plan • To listen • How can I get services for Health Dept. clients? • What kinds of changes have happened? • Local perspective to use at state level • How to keep cost down for rides; user-friendly scheduling system • How can the city and county work together better?
What I have to contribute to the success of today's retreat...
<ul style="list-style-type: none"> • Respect our passengers/your clients • Any help I can • Perspective of my clients (mental health authority, blind, Health Dept., maternity clinic,

Work First, Medicaid eligible, the elderly)

- Open perspective
- Possible support to get more \$\$
- Information on how fire department can or cannot provide transportation in particular situations
- New clientele for Gateway
- Connection with Hispanic residents
- Many of us support Gateway
- Huge funding sources
- Communicate to BOCC
- City council perspective and financial support
- What I've heard in the community
- Technical assistance from state
- "Do's and Don'ts" of working with the elderly
- Extension services for Gateway

What's currently working well?

- Gateway lets us know in a timely manner when extra funding is available
- They have a good board; information flow is healthy. They are proactive rather than purely reactive.
- Communication with professional peers works well.
- We serve the entire county, but not all the county all day long.
- Involvement of public officials; expand involvement of smaller municipalities
- Gateway moved a bus stop in response to a community request
- Municipalities are going to start meeting to exchange information. Transportation issues can be brought up for discussion.
- Flexibility and communication with Gateway to meet client needs. They are willing to accommodate special needs of our seniors.
- The charges for out of town are "reasonable."
- Gateway is willing to do outreach, can share brochures with businesses, clients, etc.
- Drivers will tell passengers when they'll be back by; passengers can better time their shopping that way.
- Accommodating wheel chair clients
- Other community programs can provide some transportation for particular clients
- Mental Heath Authority has website for communicating with clients.
- Willingness to link websites and survey clients

What needs strengthening?

- Services for Blind has to fundraise \$\$ for transportation; needs more financial support for their clients' needs.
- Spanish speaking drivers? (CC can offer quick course in Spanish)
- Make complaint system more accessible?
- Include representatives from smaller municipalities in Gateway's by-laws or set up advisory boards to gain their participation.
- Be systematic about gathering passenger feedback in order to gauge performance measurement.

- Electronic billing to review weekly; paper reports are provided now. They are too cumbersome.
- Making change/use tokens/maximize safety of driver while accommodating clients' limitations (money or language)
- Different agencies can purchase tickets/tokens for their clients
- Post schedule at each bus stop (water bill payment office)
- Coordination with other counties for out-of-county transportation. Both specially scheduled and regular scheduled trips. Regionalization would save money.
 - Should the state or local authorities be the convener?
 - Should there be attendants for particular types of passengers, especially if there is a need to connect with other forms of public transportation?
 - How long should we wait for passengers to complete their business and return?
- Non-EMT limited on Medicaid-allowed transportation; open line of communication among agencies to clarify when to call Non-EMT or Gateway

Gaps in Service

- 11 AM – 1 PM ride-a-share ridership numbers are down
- Work First clients can't afford Gateway prices once DSS stops paying the price. Scheduling often can't happen fast enough to meet their needs (first interviews, work schedule changes).
- Some newly developed areas not included in bus lines (homes and new employers)
- Consider private funding arrangements with big employers out of town (between residential areas and the plant). Gateway can't do charter service but could consider adjusting the route plan. Employer could subsidize tickets for employees.
- Work First clients need alternative transportation choice for times Gateway can't meet needs (first appointments, etc.) The Work First clients can lose their status if they fail to meet obligations.
- Pre-natal clients need flexible scheduling, too.

Retreat Attendees

Attachment C

Inventory of Public Transportation Service and Community Service

Fixed Route Service

GATEWAY

Operated by Goldsboro-Wayne Transportation Authority, GATEWAY provides transportation within the city of Goldsboro. Four (4) fixed routes are currently operated and a fifth (5) is planned.

Community Service

GATEWAY

Operated by Goldsboro-Wayne Transportation Authority, GATEWAY is the main coordinated public transportation service in Wayne County. GATEWAY has a Board of Directors with seven (7) members representing the City of Goldsboro and Wayne County.

GATEWAY provides transportation for human service agencies, the elderly, people with disabilities, and the general public of Wayne County. It operates Monday through Friday from 4:00am until 11:00pm and from 4:00am until 6:00pm on Saturdays. GATEWAY is closed on Sundays, Thanksgiving Day, and Christmas Day. Requests for service must be made forty-eight (48) hours in advance.

GATEWAY has twenty-eight (28) service vehicles with five (5) of these vehicles dedicated to the fixed routes twenty-three (23) vehicles dedicated to demand response. The fleet consists of:

- Three (3) 22' LTV with lift and two (2) wheelchair stations
- One (1) 22' LTV
- Two (2) 25' LTV with lift and two (2) wheelchair stations
- Three (3) 28' LTV with lift and two (2) wheelchair stations
- Twelve (12) Lift vans, each with two (2) wheelchair stations
- Six (6) 12-passenger conversion vans without lifts
- One (1) 6-passenger mini van

Local Taxi Service

Webtown Taxi
City Taxi

Wayne Opportunity Center and WAGES both have vehicles that are used to transport clients.

Safe and Sound Transportation provides transportation for school children only.

GATEWAY'S Role

The principal goal is to establish a permanent Coordination Working Group charged with coordinating the efforts of providers and users of specialized transportation. The scope of the groups activities would also include working with human service providers, (e.g. medical services, social services, assisted living centers, etc.) to coordinate demands for transportation.

GATEWAY recommends that the Coordination Working Group consist of representatives from the following:

- Specialized transportation providers (GATEWAY).
- Human services agencies with special needs clients.
- Advocates for people with special transportation disadvantages.
- Colleges with special programs.

Identified Needs

Sixteen (16) needs were identified and a prioritization list of these unmet needs was sent to the attendees of the workshop. We received a response from twenty-two (22) of the twenty-three (23) attendees. One (1) response prioritized all needs as a sixteen (16) and was therefore omitted from the tally. Attached as appendix I is the list of unmet needs listed as the highest needed to the lowest needed. The lower the total scores the higher the need. This is because the rating scheme asked participants to rank the 16 needs with number 1 being the highest need and number 16 being the lowest need.

GATEWAY provides services for physically disabled passengers with fixed route buses and dial-up Paratransit service. GATEWAY operates four (4) fixed route buses which are equipped with wheel chair lifts and fourteen vans that are also equipped with lifts. Next year six (6) additional vans will be replaced with vans lift equipped.

Long Range Transportation Plan

GATEWAY is currently working with MAB Consultants in developing a Five-Year Transportation Plan with visions to ten (10) and twenty (20) years.

Demographics and Maps

Appendix II

Resolution Approving Plan by Board of Directors

Attachment D

It is the mission of GATEWAY to provide safe, reliable, and affordable transportation to the citizens of Wayne County. GATEWAY will do everything possible to implement this plan and cooperate with all concern.

Attachment A

QUESTIONNAIRE: Human Service Providers Special Transportation Needs and Resources

GATEWAY has begun an effort to better understand the need for special transportation services in Goldsboro and Wayne County, and to understand how those needs are currently met or unmet. Many organizations in the region operate small-scale transportation services for members or clients, or offer other kinds of transportation support. Please take the time to help GATEWAY understand these issues as they relate to your organization, by answering the following questions and returning the questionnaire to:

Alan Stubbs
Goldsboro-Wayne Transportation Authority
P. O. Box 227
Goldsboro, NC 27533
Fax 919-731-1558
alan.stubbs@waynegov.com

Name of human service agency or advocacy group: _____

1. What client groups does your agency serve?
2. Would you characterize some or all of your clients as “transportation-disadvantaged?” To what degree? (Estimate the number of clients and/or the degree of help your agency provides. E.g., number of rides/year, % of subsidy)
3. Does your organization provide or subsidize transportation for some or all of your members or clients? To what degree? (Estimate the number of clients and/or the degree of help your agency provides. E.g. number of rides/year, % of subsidy.)
4. What program(s) does your agency use to help provide or pay for transportation for your clients? If your agency is primarily a transportation provider, what are its principal sources of revenue?

Name of human service agency or advocacy group:_____

5. What restrictions apply to these programs? (E.g. definitions of need, limitations of destination or trip purpose)
6. In what ways (if any) are the transportation needs of your clients not currently met?
7. Do transportation issues interfere with the effectiveness of your agency? How?
8. What are you hoping the Coordinated Human Service Transportation Plan will produce?

Attachment B

QUESTIONNAIRE Special Transportation Needs and Resources

GATEWAY has begun an effort to better understand the need for special transportation services in Goldsboro and Wayne County, and to understand how those needs are currently met or unmet. Many organizations in the region operate small-scale transportation services for members or clients, or offer other kinds of transportation support. Please take the time to help GATEWAY understand these issues as they relate to your organization, by answering the following questions and returning the questionnaire to:

Alan Stubbs
Goldsboro-Wayne Transportation Authority
P. O. Box 227
Goldsboro, NC 27533
Fax 919-731-1558
alan.stubbs@waynegov.com

Name of organization: _____

1. Does your organization include members who might be characterized as “transportation-disadvantaged?” How many? In what way(s)?
2. Does your organization provide or subsidize transportation for some or all of your members or clients? To what degree? (Estimate the number of clients and/or the degree of help your agency provides. E.g. number of rides/year, % of subsidy.)
3. If you answered “yes” to #2, how does your organization pay for transportation or subsidy that you provide? (E.g. donations, volunteers, grants)
4. What restrictions apply to these problems? (E.g. definitions of need, limitations on destination or trip purpose, geographic boundaries)
5. In what ways (if any) are the transportation needs of your members or clients not currently met?
6. Do transportation issues interfere with the effectiveness of your organization? How?

APPENDIX C

GOLDSBORO-WAYNE TRANSPORTATION AUTHORITY

GOLDSBORO, NC

RESOLUTION

WHEREAS, the federal SAFETEA-LU transportation authorization passed by Congress in 2005 requires a “locally developed, coordinated public transit-human services transportation plan” intended to improve transportation services for person with disabilities, individuals who are elderly, and individuals with lower incomes; and

WHEREAS, a coordinated public transit-human services transportation plan is required of the Goldsboro-Wayne Transportation Authority (GATEWAY) as the lead Special Transportation Fund (STF) agency in our region, and

WHEREAS, GATEWAY held a retreat on May 7, 2008 that included representatives from human service providers and advocates, special transportation providers, and others concerned with transportation in Wayne County, and

WHEREAS, GATEWAY has created inventories of special transportation needs, and of the various existing transportation programs, services, and other assets for transportation disadvantaged groups necessary for development of the GATEWAY’S Coordinated Human Service Transportation Plan;

NOW, THEREFORE, BE IT RESOLVED that the GATEWAY Board of Directors hereby adopts the GATEWAY Coordinated Human Service Transportation Plan.

This resolution adopted this 27th day of May, 2008.

Chairman of the Board

ATTEST

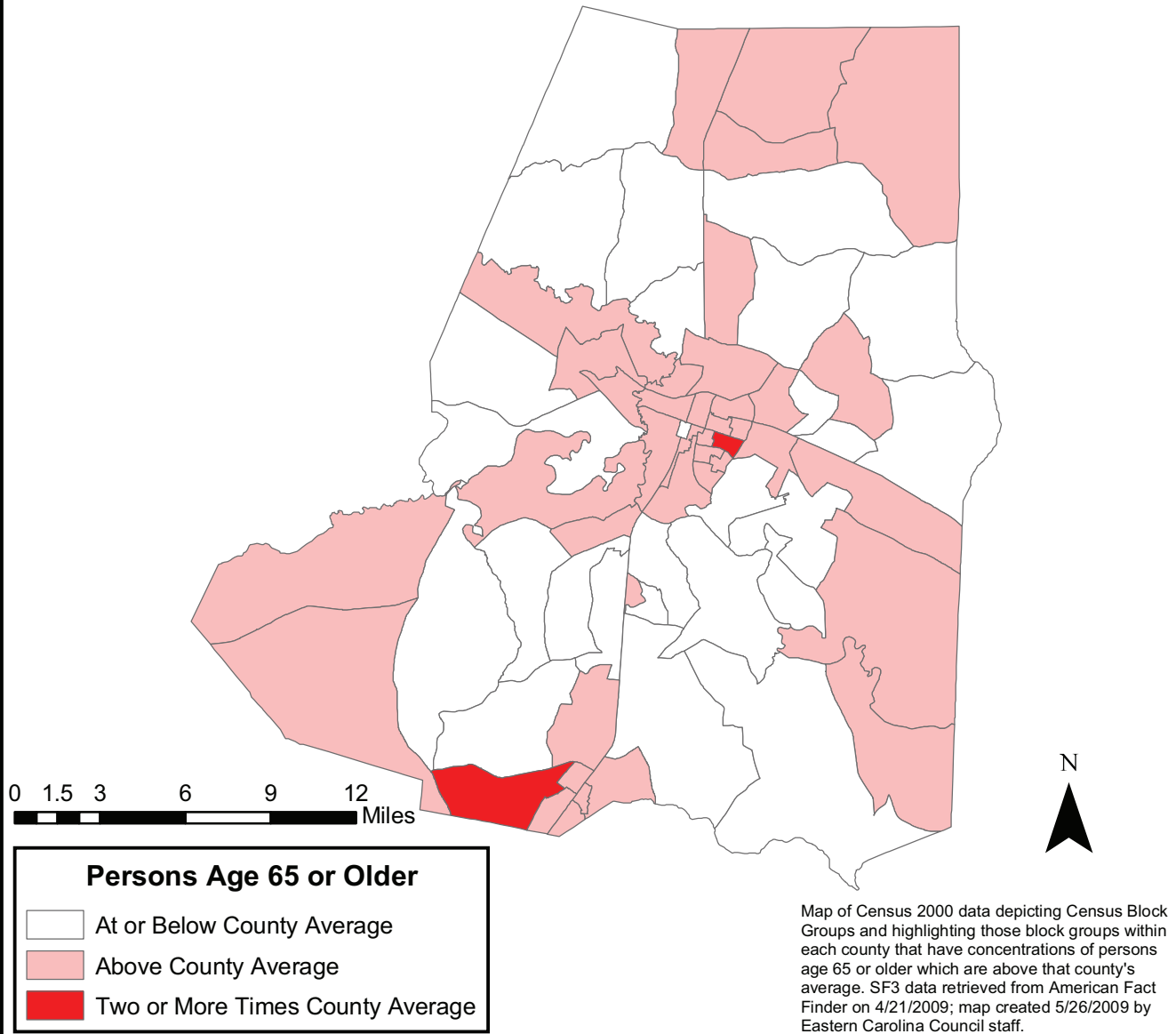
Secretary

APPENDIX D

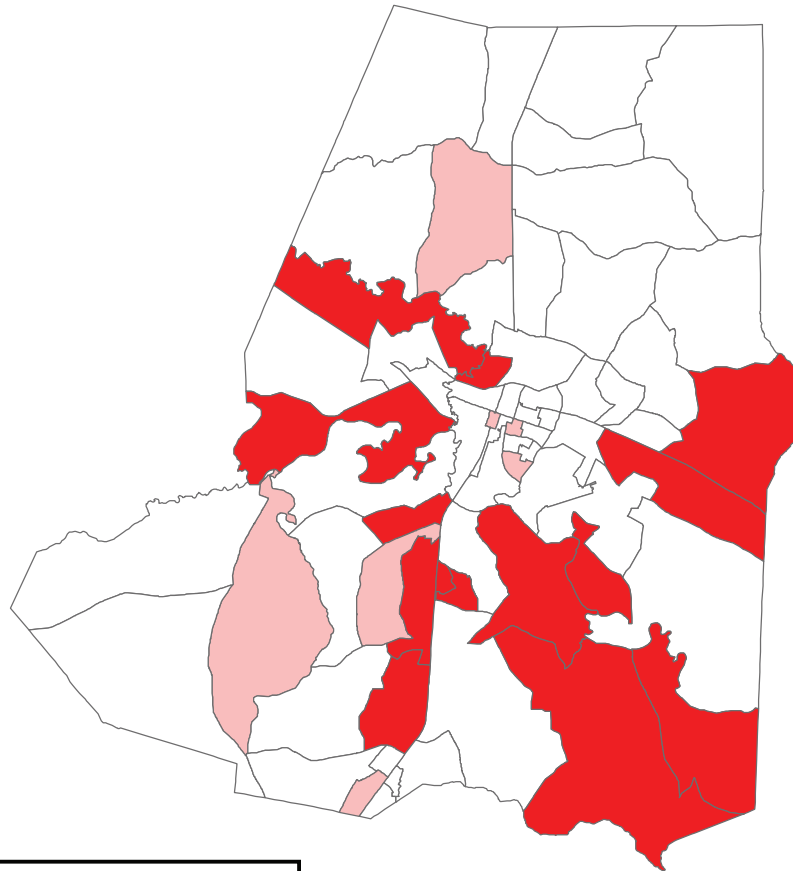
UNMET NEEDS - The lower the score the higher the need	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Need transportation for Work First clients that can be scheduled on very short notice, particularly for trips related to first interviews and work schedule changes	6	4	3	11	3	5	3	11	11	3	6	8	1	8	8	1	13	11	6	3	1	
Need to coordinate out-of-county trips with other county transportation providers, both demand response and scheduled trips	11	2	2	2	6	11	16	5	10	1	1	6	9	6	3	9	12	1	5	16	9	
Need more efficient/effective way for riders to pay-drivers now have to make change and accommodate language barriers	5	12	6	5	4	2	5	12	2	6	7	3	13	12	16	13	5	2	3	5	13	
Need bus schedule information more widely available, such as at bus stops and water bill payment offices	12	1	8	1	5	4	11	10	5	10	14	1	14	5	6	14	1	4	1	11	14	
Need better guidelines for agencies on when to call for non emergency transportation or other transportation provider	7	3	15	12	8	10	7	15	6	2	4	9	3	7	10	3	10	5	9	7	3	
Need transportation in newly developed areas that do not have bus service	2	8	9	4	2	6	9	9	12	11	16	15	5	3	7	5	2	6	13	9	5	

Need employment transportation to large employers located outside City limits.	3	9	7	13	1	7	10	14	7	12	15	4	2	2	9	2	11	12	11	10	2
Need efficient and simple way for agencies to purchase tickets/tokens for their Clients	13	13	10	3	7	3	4	13	4	7	13	2	12	13	15	12	3	3	7	4	12
Need clear policies on how long customers should have to wait for pick-up	4	6	4	14	16	16	2	2	16	8	2	7	8	10	4	8	8	14	15	2	8
Need clear policies on attendants accompanying passengers, particularly when there are transfers between different transportation providers that may affect how much assistance a passenger requires	16	7	5	9	9	13	1	4	8	4	5	14	10	11	5	10	6	16	10	1	10
Need client transportation for Services for the Blind	9	15	1	7	10	12	6	7	9	15	12	13	7	1	12	7	14	7	2	6	7
Need for Spanish speaking drivers	1	10	13	8	14	1	12	8	1	14	11	5	6	15	13	6	4	15	4	12	6
Need transportation for clients of pre-natal clinics	10	5	11	6	13	8	8	16	13	13	9	10	4	9	2	4	9	13	12	8	4
Need a simple passenger feedback system in order to gauge system performance	8	16	12	10	12	15	14	6	3	9	3	11	11	4	11	11	7	8	8	14	11
Need for a more accessible complaint system	14	11	16	15	11	14	15	3	15	5	10	12	15	16	14	15	15	9	14	15	15
Need weekly electronic billing	15	14	14	16	15	9	13	1	14	16	8	16	16	14	1	16	16	10	16	13	16

East Carolina RPO: Wayne County
Persons Age 65 or Older, Census 2000
County-wide average: 11.5






East Carolina RPO: Wayne County
Linguistically Isolated Households, Census 2000
County-wide average: 0.6 %



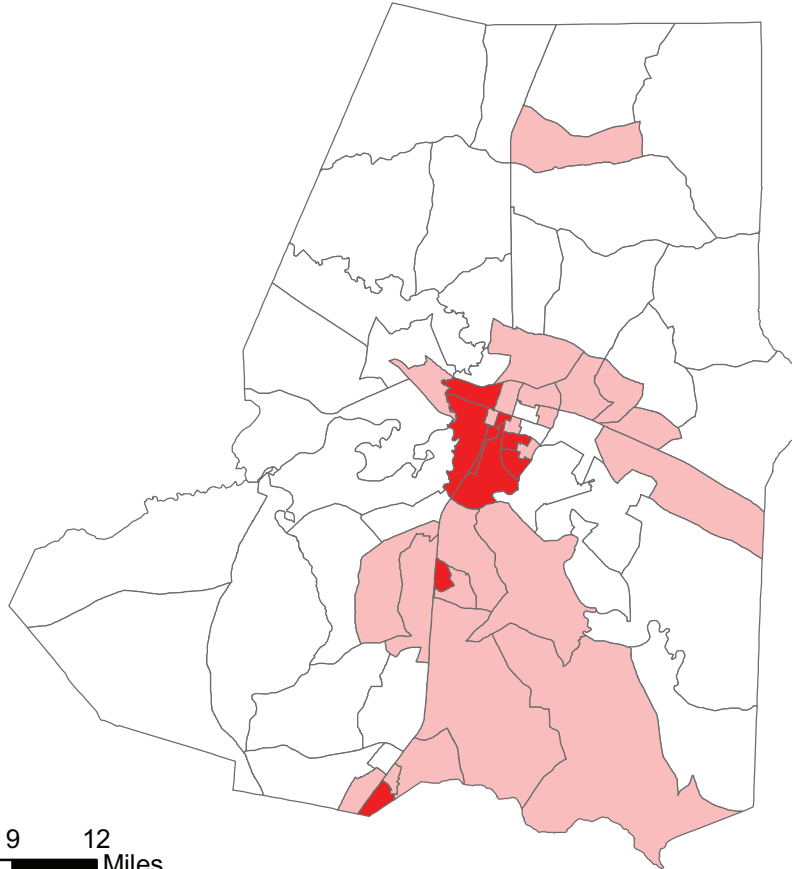
0 1.5 3 6 9 12 Miles

**Percentage of Households That
Are Linguistically Isolated**

-  At or Below County Average
-  Above County Average
-  Two or More Times County Average

Map of Census 2000 data depicting Census Block Groups and highlighting those block groups within each county that have concentrations of linguistically isolated households (any Language) which are above that county's average. SF3 data retrieved from American Fact Finder on 4/21/2009; map created 5/26/2009 by Eastern Carolina Council staff.




East Carolina RPO: Wayne County
Minority Population, Census 2000
(Including Hispanic or Latino Persons of Any Race)
County-wide average: 40.2 %



0 1.5 3 6 9 12 Miles

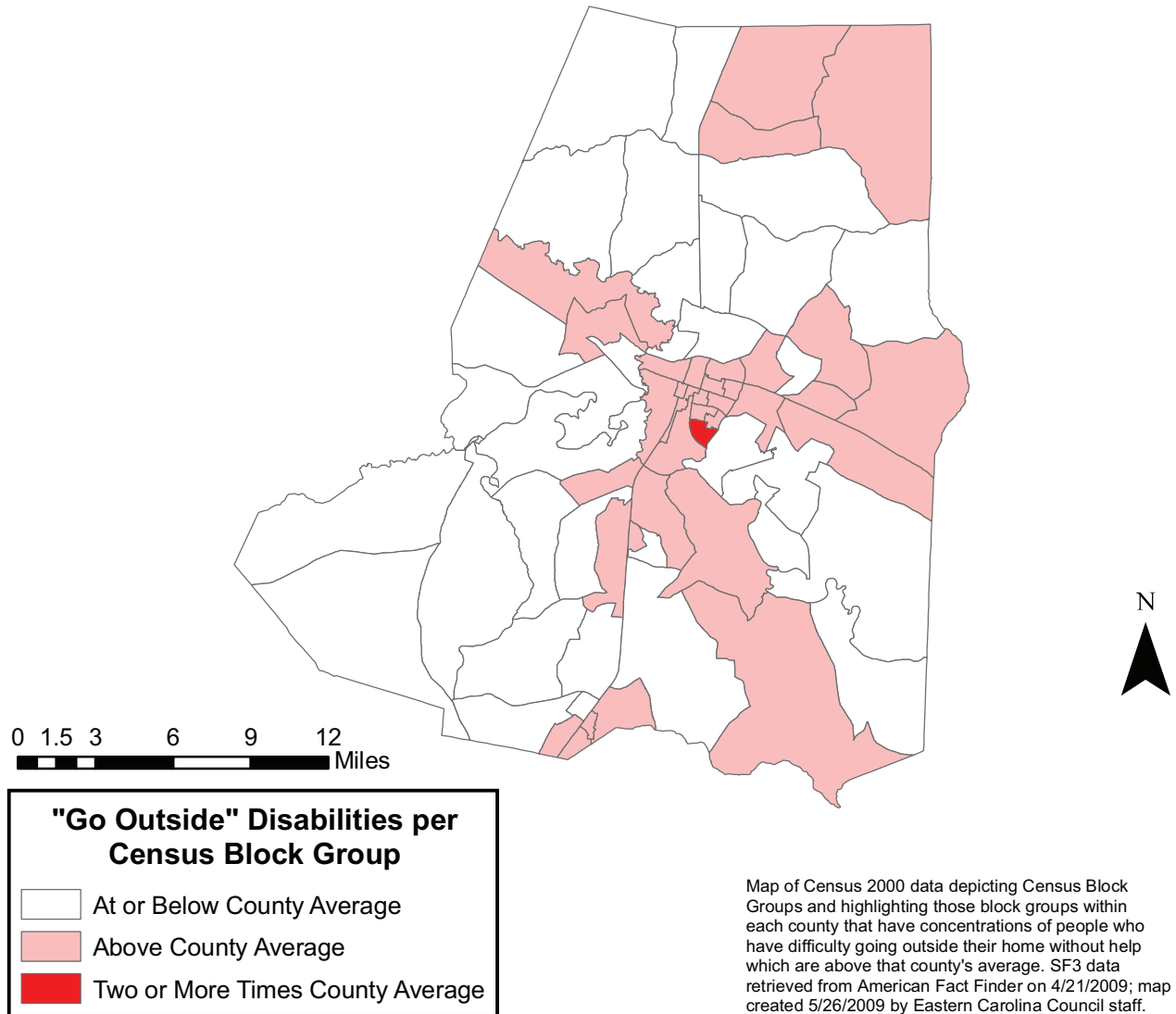


Minority Population per Census Block Group

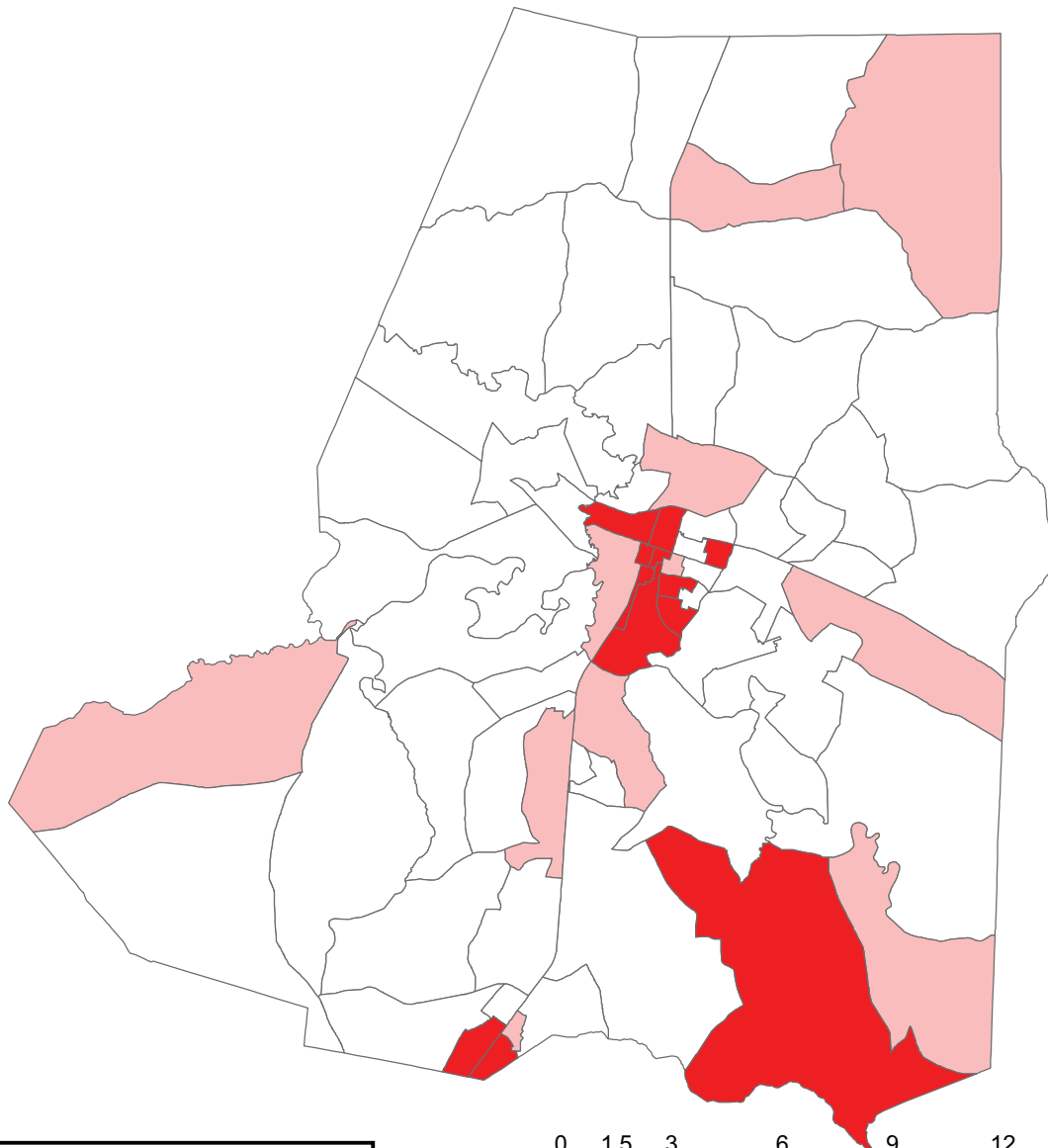
-  At or Below County Average
-  Above County Average
-  Two or More Times County Average

Map of Census 2000 data depicting Census Block Groups and highlighting those block groups within each county that have concentrations of minority individuals, including Hispanic or Latino persons, which are above that county's average. SF3 data retrieved from American Fact Finder on 4/21/2009; map created 5/26/2009 by Eastern Carolina Council staff.




East Carolina RPO: Wayne County
Individuals Over Age 16 Who have Difficulty
Going Outside Their Homes Without Help, Census 2000
County-wide average: 7.5 %



East Carolina RPO: Wayne County
Individuals At or Below Poverty Level
County-wide average: 13.3%

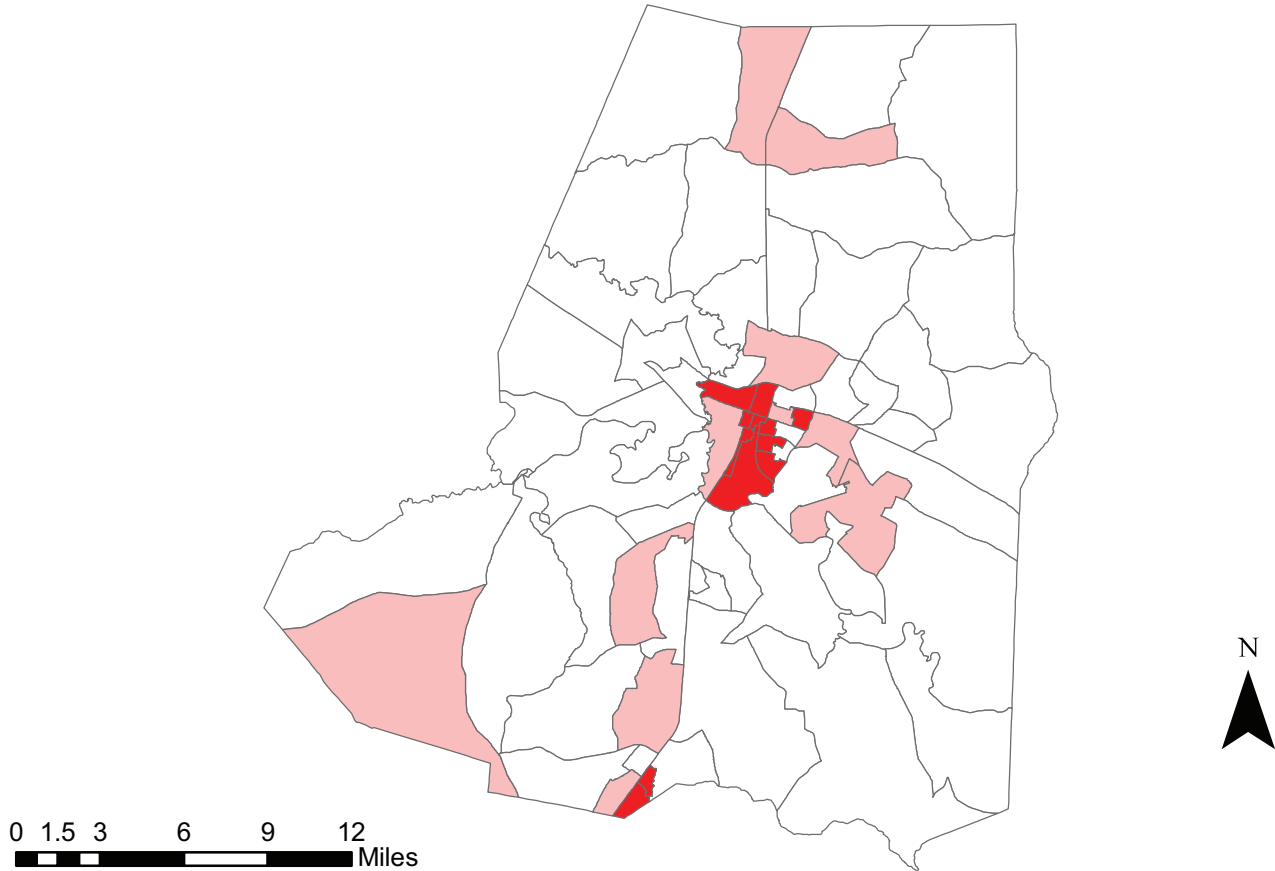


Individuals in Poverty




-  At or Below County Average
-  Above County Average
-  Two or More Times County Average

Map of Census 2000 data depicting Census Block Groups and highlighting those block groups within each county that have concentrations of individuals at or below poverty level which are above that county's average. SF3 data retrieved from American Fact Finder on 4/21/2009; map created 5/26/2009 by Eastern Carolina Council staff.

East Carolina RPO: Wayne County
Households Without Vehicles, Census 2000
County-wide average: 3.4 %



Percentage of Households With No Vehicles

-  At or Below County Average
-  Above County Average
-  Two or More Times County Average

Map of Census 2000 data depicting Census Block Groups and highlighting those block groups within each county that have concentrations of households without vehicles which are above that county's average. SF3 data retrieved from American Fact Finder on 4/21/2009; map created 5/26/2009 by Eastern Carolina Council staff.